



Breakdown of emergency ambulance incidents by clinical impression

The tables below summarise the clinical conditions attended by Hato Hone St John over the last 5 years. The data has been broken into two tables; (1) medical conditions, and (2) those related to trauma.

Clinical impressions – Medical

Clinical impression upgroup	2021	%	2022	%	2023	%	2024	%	2025	%
Infection	38,268	13.91%	57,464	19.39%	53,486	17.32%	53,585	16.84%	53,040	16.25%
Pain	41,545	15.10%	42,988	14.51%	46,797	15.16%	48,598	15.27%	51,846	15.89%
Cardiac	37,154	13.51%	33,924	11.45%	34,396	11.14%	33,235	10.45%	33,350	10.22%
Abdominal Pain	28,786	10.46%	27,303	9.21%	29,457	9.54%	30,692	9.65%	31,340	9.60%
Respiratory	22,512	8.18%	26,614	8.98%	27,431	8.88%	29,161	9.17%	29,220	8.95%
Collapse	18,363	6.68%	17,177	5.80%	17,944	5.81%	18,104	5.69%	18,334	5.62%
Miscellaneous	8,828	3.21%	11,893	4.01%	14,156	4.58%	15,382	4.83%	16,788	5.14%
Seizure	10,076	3.66%	9,865	3.33%	10,944	3.54%	11,388	3.58%	11,283	3.46%
Stroke	9,040	3.29%	9,145	3.09%	9,521	3.08%	9,365	2.94%	9,649	2.96%
Mental Health	8,614	3.13%	7,762	2.62%	8,271	2.68%	9,432	2.96%	9,561	2.93%
Vomiting + Diarrhoea + Nausea	7,757	2.82%	7,844	2.65%	8,774	2.84%	9,255	2.91%	9,531	2.92%
Haemorrhage	7,179	2.61%	7,327	2.47%	7,890	2.56%	8,431	2.65%	8,697	2.67%
Dizziness/Vertigo	3,429	1.25%	6,204	2.09%	7,086	2.29%	7,737	2.43%	8,574	2.63%
Altered Level of Consciousness	4,799	1.74%	6,011	2.03%	6,779	2.20%	7,388	2.32%	8,195	2.51%
No abnormality detected	6,741	2.45%	5,997	2.02%	6,481	2.10%	6,530	2.05%	6,650	2.04%
Illness of unknown cause	9,660	3.51%	6,018	2.03%	5,948	1.93%	5,910	1.86%	5,882	1.80%
Diabetic problem	3,834	1.39%	3,955	1.33%	4,060	1.31%	3,838	1.21%	3,735	1.14%
Complication of urinary catheter	2,315	0.84%	2,490	0.84%	2,715	0.88%	3,060	0.96%	3,284	1.01%
Obstetrics	2,972	1.08%	2,809	0.95%	2,778	0.90%	2,745	0.86%	2,836	0.87%
Deceased	1,638	0.60%	1,854	0.63%	2,094	0.68%	2,249	0.71%	2,268	0.70%
Palliative and End of Life	1,573	0.57%	1,657	0.56%	1,776	0.58%	2,070	0.66%	2,255	0.69%
Total	275,083	100%	296,301	100%	308,784	100%	318,155	100%	326,318	100%

Clinical impressions – Trauma

Clinical impression upgroup	2021	%	2022	%	2023	%	2024	%	2025	%
Low acuity fall	28,006	24.60%	28,932	27.12%	30,804	27.83%	31,423	27.89%	33,302	29.18%
Fracture	12,938	11.36%	12,089	11.33%	12,250	11.07%	12,121	10.76%	11,978	10.50%
Pain	13,002	11.42%	10,878	10.20%	11,306	10.21%	12,199	10.83%	11,730	10.28%
Skin injury	10,435	9.17%	9,198	8.62%	9,289	8.39%	9,218	8.18%	9,036	7.92%
Poisoning	7,757	6.81%	6,664	6.25%	7,213	6.52%	7,720	6.85%	7,430	6.51%
Soft tissue injury	6,719	5.90%	6,295	5.90%	6,594	5.96%	6,693	5.94%	6,748	5.91%
Mental Health	6,427	5.64%	5,913	5.54%	6,037	5.45%	6,089	5.40%	6,352	5.57%
Brain injury	4,488	3.94%	4,378	4.10%	4,559	4.12%	4,638	4.12%	4,718	4.13%
Allergy and Anaphylaxis	4,066	3.57%	3,680	3.45%	3,850	3.48%	3,842	3.41%	4,122	3.61%
Dislocation	3,691	3.24%	3,370	3.16%	3,595	3.25%	3,792	3.37%	3,548	3.11%
No abnormality detected	3,052	2.68%	2,911	2.73%	2,826	2.55%	2,601	2.31%	2,622	2.30%
Contusion	3,015	2.65%	2,544	2.39%	2,084	1.88%	1,725	1.53%	1,719	1.51%
Other <1%	1,283	1.13%	1,417	1.33%	1,511	1.36%	1,614	1.43%	1,710	1.50%
Respiratory	1,678	1.47%	1,499	1.41%	1,543	1.39%	1,481	1.31%	1,591	1.39%
Abrasion	1,730	1.52%	1,441	1.35%	1,308	1.18%	1,288	1.14%	1,235	1.08%
Altered Level of Consciousness	717	0.63%	879	0.82%	1,041	0.94%	1,123	1.00%	1,187	1.04%
Burn	1,015	0.89%	878	0.82%	972	0.88%	924	0.82%	885	0.78%
Major trauma involving multiple body regions	631	0.55%	671	0.63%	731	0.66%	755	0.67%	742	0.65%
Bite or sting	512	0.45%	428	0.40%	557	0.50%	618	0.55%	693	0.61%
Haemorrhage	609	0.53%	525	0.49%	624	0.56%	708	0.63%	683	0.60%
Cardiac arrest	477	0.42%	520	0.49%	519	0.47%	460	0.41%	512	0.45%
Eye Injury	505	0.44%	443	0.42%	443	0.40%	511	0.45%	487	0.43%
Seizure	393	0.35%	414	0.39%	406	0.37%	421	0.37%	470	0.41%
Foreign body	409	0.36%	377	0.35%	353	0.32%	396	0.35%	350	0.31%
Spinal cord injury	302	0.27%	318	0.30%	286	0.26%	301	0.28%	279	0.24%
Total	113,857	100%	106,662	100%	110,701	100%	112,661	100%	114,129	100%

Ethnic breakdown of patients attended by Hato Hone St John¹

Year	Māori	%	Pacific Peoples	%	Non-Māori, Non-Pacific	%	Total ²
2021	67,513	17%	22,586	6%	299,342	77%	389,441
2022	72,293	18%	25,749	6%	298,723	75%	396,765
2023	75,755	18%	26,449	6%	310,300	75%	412,504
2024	76,320	18%	27,557	6%	322,331	76%	426,208
2025	83,535	19%	29,264	7%	322,781	74%	435,580

Notes:

1. The above uses Level 1 prioritised ethnicity categories.
2. The total excludes patients for whom prioritised ethnicity was unavailable. This is < 4% of patients.